

What is claimed is:

Sub A

1. A method for providing on-hold music in a telephony environment such as a PBX comprising the steps of:

providing one or a plurality of music generation engines in a telephony system, wherein
5 each of the music generation engines generates music of one or a plurality of styles of music, wherein the music generation engines collectively can generate a plurality of styles of music;

receiving one or more telephone calls from one or more users, wherein the one or more users are placed on-hold by the telephony system;

providing one or more audio prompts to the one or more users, wherein the one or more
10 audio prompts inform the one or more users of the plurality of styles of music that can collectively be generated by the music generation engines and commands that may be entered by the one or more users via one or more telephony tones to select a particular style of music as on-hold music;

detecting via the telephony system one or more commands input by the one or more users;

based on the detected one or more commands, selectively controlling the music generation engines to provide on-hold music to the one or more users;

wherein, in response to the one or more commands entered by the one or more users, (1) on-hold music of a particular style is selected by a particular user and the music generation engines are controlled so that one of the music generation engines generates on-hold music of the particular style selected by the particular user, or (2) on-hold music of a particular style is selected by a particular user and the music generation engines are controlled so that one of the music generation engines generates on-hold music of the particular style selected by the particular user, and the on-hold music of the particular style is modified based on the one or more
20 commands entered by the particular user, wherein the music generation engines are controlled so that one of the music generation engines generates modified on-hold music of the particular style selected by the particular user.
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